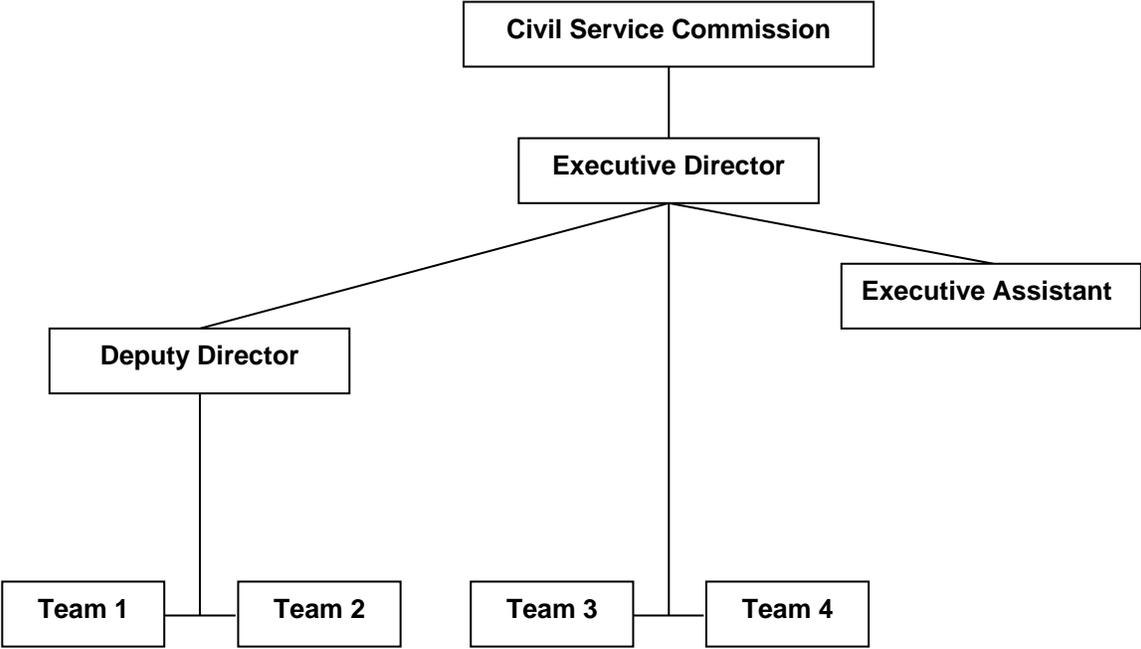


# Civil Service



The Civil Service Department treats all customers with integrity, courtesy and respect, and provides quality candidates that reflect our diverse community through a fair and timely employment process.

## FY 13 Accomplishments

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The Civil Service Commission is mandated by Article XI Section 1100 of the Charter of the City of Long Beach. The five members of the Commission are appointed by the Mayor and are approved by the City Council. The Civil Service Commission appoints the Executive Director of Civil Service. The Executive Director appoints Civil Service Department staff members.

- Utilized Section 115 of the Civil Service Rules and Regulations to allow for exceptions to the Rules if, in the opinion of the Commission, the best interest of the City would be served. The Commission approved exceptions to Section 7 of the Rules to restrict applications to City employees and former employees impacted by layoff for the job opportunities of Fire Recruit.
- Completed 24 employee disciplinary appeal hearings.
- Over 97% of all employment applications were filed online.
- Completed four separate orders-of-layoff for multiple classifications, and established 17 priority lists.
- Assisted the Department of Public Works, Department of Development Services, and the City Prosecutor with the posting of unclassified job openings through the use of NEOGOV Insight online job application program.
- Collaborated with other local agencies to resolve mutual applicant tracking and processing issues with NEOGOV Insight online job application program.
- Attended 15 career fairs and school visits, including events hosted by LA County Office of Employment, CSU Long Beach, Goodwill Industries, LB City Council 9<sup>th</sup> District and Americans with Disabilities Resource.
- Administered public safety examinations for Fire Recruit, Police Recruit, Emergency Medical Educator and Public Safety Dispatcher.
- In collaboration with the Police and Fire Department, conducted Public Safety Dispatcher workshops regarding the examination, hiring process, training and duties of the position.
- Administered public safety promotional examinations for Battalion Chief, Police Lieutenant, and two examinations for Fire Captain with candidates completing multiple examination components in a single day.
- Administered public safety promotional examinations for Fire Captain and Battalion using video-based testing technology.
- Conducted six training classes for the Supervisor's Leadership Academy including two classes of Civil Service 101.
- Conducted training classes on NEOGOV automated certification program for Civil Service and operating department employees.

# Administration and Support Services Division Summary

**Services Provided:**

Enforce City Charter-mandated Civil Service Rules and Regulations; adjudicate appeals; maintain eligible and priority lists; certify candidates for selection; monitor non-career appointments; process personnel transactions; monitor performance appraisal system; maintain employee records.

**Service Improvement Objectives:**

To conduct three managerial/supervisory training classes on Employee Performance Appraisals.  
 To certify 100 percent of personnel requisitions within 72 hours of receipt.

	Actual FY 12	Adopted* FY 13	Adjusted** FY 13	Estimated** FY 13	Adopted* FY 14
<b>Quantitative Measures of Service:</b>					
# of managerial/supervisory training classes conducted on Performance Appraisals	5	4	4	3	3
% of personnel requisitions certified within 72 hours	n/a	n/a	n/a	95%	95%
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	-	-	-	-	-
Other Revenues	89	-	-	-	-
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
	-----	-----	-----	-----	-----
<b>Total Revenues</b>	<b>89</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expenditures:</b>					
Salaries, Wages and Benefits	802,263	691,576	686,126	755,395	657,791
Materials, Supplies and Services	43,930	81,399	81,873	59,264	81,399
Internal Support	132,494	120,742	120,742	120,742	121,121
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
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<b>Total Expenditures</b>	<b>978,688</b>	<b>893,717</b>	<b>888,740</b>	<b>935,401</b>	<b>860,311</b>
<b>Personnel (Full-time Equivalents)</b>	<b>4.22</b>	<b>4.03</b>	<b>4.03</b>	<b>4.03</b>	<b>4.43</b>

\*Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

\*\*Numbers as published in the FY 14 Proposed Budget Book released August 1, 2013.

# Employment Services Division Summary

**Services Provided:**

Develop and administer streamlined, job-related employment examinations in accordance with modern psychometric standards to ensure City departments are equipped with highly qualified pools of candidates for selection. Provide timely staff reports to the Civil Service Commission to meet the exceptional personnel needs of the user departments. Perform bilingual assessments and coordinate the bilingual certification program.

**Service Improvement Objectives:**

- To establish 90 eligible lists.
- To complete 100 percent of departmental requests for staff reports within established deadlines.
- To conduct six training classes on employee selection, examination preparation and/or general understanding of Civil Service testing and procedures.
- To administer 300 bilingual assessments.

	Actual FY 12	Adopted* FY 13	Adjusted** FY 13	Estimated** FY 13	Adopted* FY 14
<b>Quantitative Measures of Service:</b>					
# of eligible lists established	225	180	180	50	90
% of staff reports completed within established deadlines	90%	80%	80%	100%	100%
# of managerial/supervisory training classes conducted	11	11	11	6	6
# of bilingual tests administered	90	90	90	30	300
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	-	-	-	-	-
Other Revenues	-	-	-	-	-
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
<b>Total Revenues</b>	-	-	-	-	-
<b>Expenditures:</b>					
Salaries, Wages and Benefits	980,061	981,162	973,833	909,647	972,727
Materials, Supplies and Services	82,247	34,500	36,030	87,699	34,500
Internal Support	36,251	35,730	35,730	39,997	36,427
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
<b>Total Expenditures</b>	1,098,560	1,051,392	1,045,593	1,037,343	1,043,654
<b>Personnel (Full-time Equivalents)</b>	9.27	9.27	9.27	9.27	8.87

\*Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

\*\*Numbers as published in the FY 14 Proposed Budget Book released August 1, 2013.

# Recruitment Division Summary

**Services Provided:**

Implement recruitment strategies that identify and attract qualified, diverse, service-oriented applicants for City jobs. Provide City departments with Equal Employment Opportunity (EEO) hiring opportunities. Coordinate outreach program with local community colleges and universities.

**Service Improvement Objectives:**

To recruit a diverse applicant pool for City employment equivalent to the labor market availability through social media. To attend 120 community outreach events.

	Actual FY 12	Adopted* FY 13	Adjusted** FY 13	Estimated** FY 13	Adopted* FY 14
<b>Quantitative Measures of Service:</b>					
# of community outreach events	26	20	20	9	120
# of electronic jobs interest requests received from potential job candidates	N/A	N/A	N/A	615	1,500
# of electronic ads placed	N/A	N/A	N/A	75	130
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	-	-	-	-	-
Other Revenues	-	-	-	-	-
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
Total Revenues	-	-	-	-	-
<b>Expenditures:</b>					
Salaries, Wages and Benefits	45,184	101,055	101,055	57,154	97,137
Materials, Supplies and Services	10,305	988	988	475	988
Internal Support	7,196	7,474	7,474	7,474	3,757
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers From Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
Total Expenditures	62,685	109,517	109,517	65,102	101,882
<b>Personnel (Full-time Equivalents)</b>	0.70	0.70	0.70	0.70	0.70

\*Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

\*\*Numbers as published in the FY 14 Proposed Budget Book released August 1, 2013.

## Financial Summary by Category

	Actual FY 12	Adopted* FY 13	Adjusted** FY 13	Estimated** FY 13	Adopted* FY 14
<b>Revenues:</b>					
Property Taxes	-	-	-	-	-
Other Taxes	-	-	-	-	-
Licenses and Permits	-	-	-	-	-
Fines and Forfeitures	-	-	-	-	-
Use of Money & Property	-	-	-	-	-
Revenue from Other Agencies	-	-	-	-	-
Charges for Services	-	-	-	-	-
Other Revenues	2,089	-	-	-	-
Interfund Services - Charges	-	-	-	-	-
Intrafund Services - GP Charges	-	-	-	-	-
Harbor P/R Revenue Transfers	-	-	-	-	-
Other Financing Sources	-	-	-	-	-
Operating Transfers	-	-	-	-	-
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<b>Total Revenues</b>	<b>2,089</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Expenditures:</b>					
Salaries, Wages and Benefits	1,815,640	1,773,792	1,761,014	1,712,468	1,727,654
Overtime	11,868	-	-	9,728	-
Materials, Supplies and Services	136,483	116,887	118,891	147,438	116,887
Internal Support	175,941	163,946	163,946	168,213	161,305
Capital Purchases	-	-	-	-	-
Debt Service	-	-	-	-	-
Transfers to Other Funds	-	-	-	-	-
Prior Year Encumbrance	-	-	-	-	-
	-----	-----	-----	-----	-----
<b>Total Expenditures</b>	<b>2,139,932</b>	<b>2,054,625</b>	<b>2,043,850</b>	<b>2,037,847</b>	<b>2,005,846</b>
<b>Personnel (Full-time Equivalents)</b>	<b>14.19</b>	<b>14.00</b>	<b>14.00</b>	<b>14.00</b>	<b>14.00</b>

\*Amounts exclude all-years carryover. See budget ordinance in the front section of this document.

\*\*Numbers as published in the FY 14 Proposed Budget released August 1, 2013.

## Personal Services

Classification	FY 12 Adopt FTE	FY 13 Adopt FTE	FY 14 Adopt FTE	FY 13 Adopted Budget	FY 14 Adopted Budget
Executive Director-Civil Service	1.00	1.00	1.00	155,650	155,650
Administrative Aide I	1.00	-	1.00	-	56,366
Administrative Aide II	1.00	1.00	1.00	59,221	59,210
Administrative Officer - Civil Service	0.19	-	-	-	-
Clerk Typist II	-	1.00	-	44,747	-
Clerk Typist III	-	1.00	1.00	49,627	48,573
Clerk Typist IV	1.00	-	-	-	-
Deputy Director-Civil Service	1.00	1.00	1.00	118,306	118,306
Executive Assistant	1.00	1.00	1.00	63,511	63,511
Members-Boards/Commissions	-	-	-	26,000	26,000
Personnel Analyst I-Confidential	1.00	1.00	1.00	70,561	78,058
Personnel Analyst II-Confidential	2.00	2.00	-	171,992	-
Personnel Analyst III-Confidential	3.00	3.00	5.00	272,866	457,616
Personnel Assistant I-Confidential	1.00	1.00	1.00	54,994	56,366
Personnel Assistant II-Confidential	1.00	1.00	1.00	59,221	59,210
<b>Subtotal Salaries</b>	----- 14.19	----- 14.00	----- 14.00	----- 1,146,694	----- 1,178,865
<b>Overtime</b>	---	---	---	---	---
<b>Fringe Benefits</b>	---	---	---	666,319	298,506
<b>Administrative Overhead</b>	---	---	---	50,953	345,740
<b>Attrition/Salary Savings</b>	---	---	---	(90,174)	(95,457)
<b>To Be Negotiated Savings</b>	---	---	---	---	---
<b>Mayoral Veto</b>	---	---	---	---	---
<b>Total</b>	----- 14.19	----- 14.00	----- 14.00	----- 1,773,792	----- 1,727,654

## Key Contacts

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